

TRAINING THE NURSES - PIVOTAL TO HOSPITAL SERVICE

DELIVERY IMPROVEMENT

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ABSTRACT

In current scenario it's clearly visible that the way in which Indian hospital are operating is changing. This change can be well associated with the pivotal role of nurses training in the hospital service delivery system. This research paper focuses on the importance of training the nurses for the hospital services delivery improvement. As the technologies are continuously changing & the way the hospitals are involving themselves into improvisation of service delivery to enhance the quality of services provided, training the nurses becomes very crucial. Hospitals face augmented demand to deliver extensive array of quality improvement activities, their main focus turns on to nurses. Hospitals rely completely on nurses for service delivery as they are regularly in touch with the patients. Getting into the nooks & corners of the service delivery by nurses in the hospitals & the hurdles faced by the nurses can provide the hospitals a impending view on how training is essential to optimize service delivery in patients care.

Purpose

This study validates the need of training the nurses for improvising the hospital service delivery system.

Methodology

The sampling method utilized is random in nature. Data is collected from almost 15 hospitals located in Navi Mumbai. The number of respondents would sum upto 500 nurses & doctors. Data was gathered through distributing questionnaires.

Findings

It is found that there exists a need for training the nurses for better hospital service delivery system.

Research limitations

Research geographically limited to the area of Navi- Mumbai.

KEYWORDS: Hospitals, Nurses, Training, Services & Delivery

Received: Dec 01, 2016; **Accepted:** Jan 04, 2017; **Published:** Jan 06, 2017; **Paper Id.:** IJMPSFEB20172

INTRODUCTION

As Indian hospitals are countenancing amplified demand to deliver enhanced & wide array of Hospital service delivery improvement, the responsibility & sway of the nurses is also on peak. Increasing comparison of hospitals to hotels & their services, hospital service delivery point- the nurses confront the need for training. Hospitals with supportive climate for nurses training, quality philosophy, & adaptation in accordance to the changing role of services delivery in patient care will facilitate hospitals to cope up with the geared up need for improved service delivery. Hitherto the hospitals still encounter the defy of importance of involvement of nurses

in service deliver & need to train them holistically. Since nurses are the primary service delivery point in hospitals they predominantly control the service delivery in patient care & eventually the success of hospitals rely in their hands. This will become more challenging with access to limited number of quality nurses. To face this challenge training the nurses becomes pivotal for hospitals.

STATEMENT OF THE PROBLEM

To explore the rationale of training the nurses for improvising the hospital service delivery system.

LITERATURE REVIEW

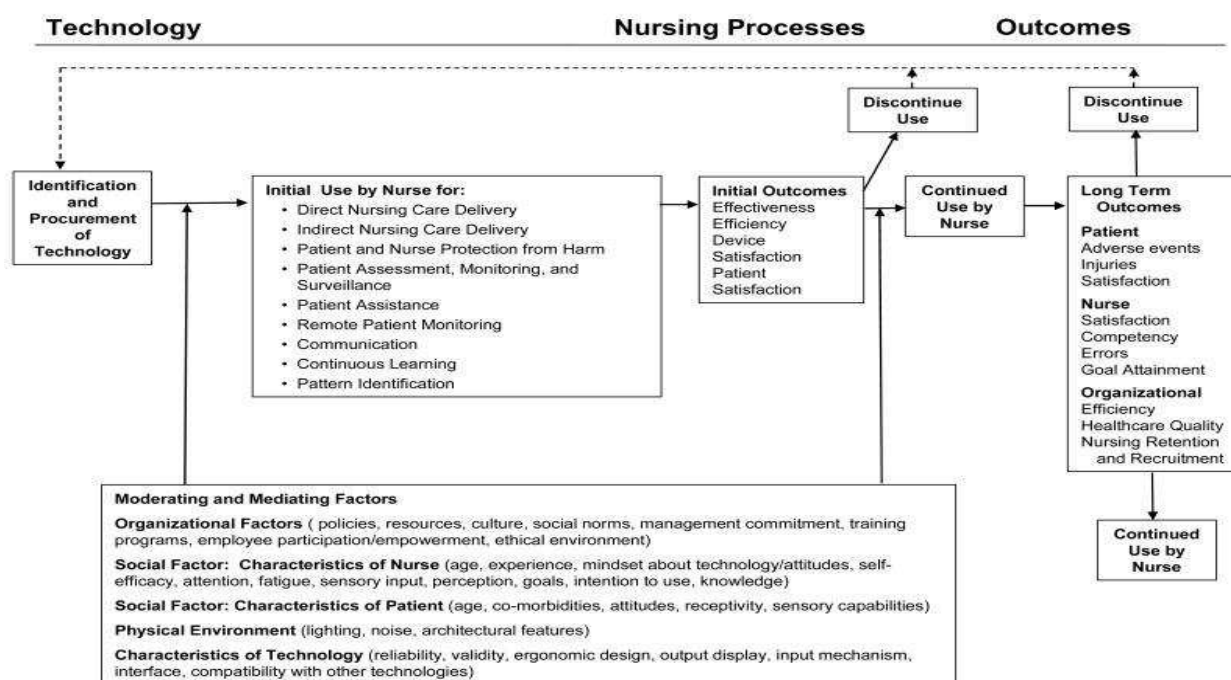


Figure 1

More than 40 years ago, Donabedian proposed measuring the quality of health care by observing its structure, processes, and outcome (Donabedian A. Evaluating quality of medical care. *Milbank Q.* 1966; 44:166–206). Quality improvement methods have “generally emphasize[d] the importance of identifying a process with less-than-ideal outcomes, measuring the key performance attributes, using careful analysis to devise a new approach, integrating the redesigned approach with the process, and reassessing performance to determine if the change in process is successful” (Shojania KG, McDonald KM, Wachter RM, et al. Closing the quality gap: a critical analysis of quality improvement strategies, Volume 1–Series Overview and Methodology Technical Review 9 (Contract No 290-02-0017 to the Stanford University–UCSF Evidence-based Practice Center) Rockville, MD: Agency for Healthcare Research and Quality; Aug, 2004.) The work environment in which nurses provide care to patients can determine the quality and safety of patient care. (Institute of Medicine. Keeping patients safe: transforming the work environment of nurses. Washington, DC: National Academy Press; 2004.) The Institute of Medicine (IOM) stated that safety was dependent upon health care systems and organizations, and patients should be safe from injury caused by interactions within systems and organizations of care. (Kohn LT, Corrigan JM, Donaldson MS, editors. A report of the Committee on Quality of Health Care in America, Institute of Medicine. Washington, DC: National Academy Press; 2000. To err is human: building a safer health system).

DATA ANALYSIS

Is Training Provided to the Nurses in the Hospital?

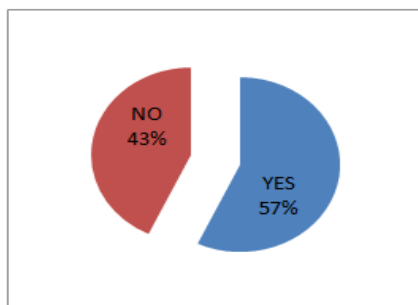


Figure 2: Existence of Training Sessions for Nurses in the Hospital

Inference: 57% of respondents said that training session are conducted for the nurses while 43% said no training sessions are conducted for the nurses.

Who Would Support the Training Sessions More If Initiated in the Hospitals?

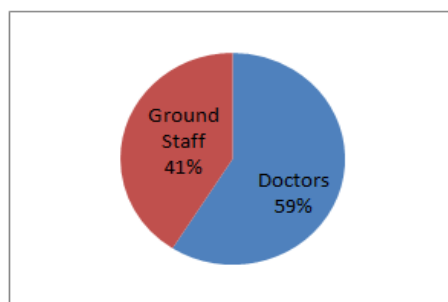


Figure 3: Support for Training Sessions

Inference: 59% of doctors said that training session should be initiated for the nurses while 41% ground staff supporters the cause.

Training Sessions Would Help Catalyzing the Hospital Service Delivery Improvement?

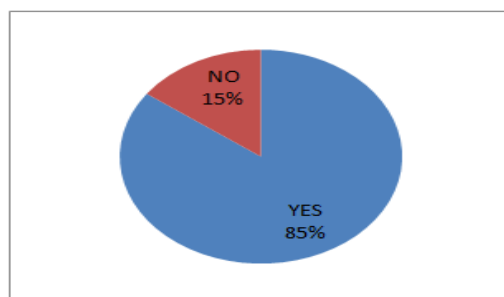


Figure 4: Training Sessions Utility for Improving Health Service Delivery

Inference: 85% of respondents said that training sessions are useful to enhance the service delivery in hospitals while 15% don't think it's essential.

Why is it Murky to Adopt Training Sessions in the Hospitals?

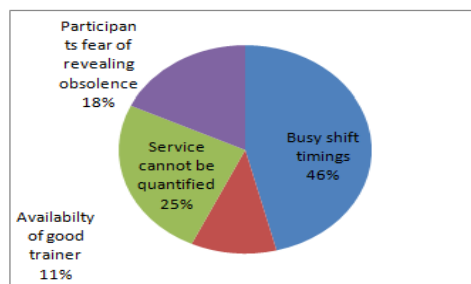


Figure 5: Difficulties in Initiating Training Sessions

Inference: 46% of respondents stated that their shift load is a hurdle for the training sessions, while 25% said that the services cannot be quantified. 18% had a fear of their obsolescence getting revealed & 11% said that there is no good trainer available.

Is Application of Learning from the Training Sessions is Clearly Visible?

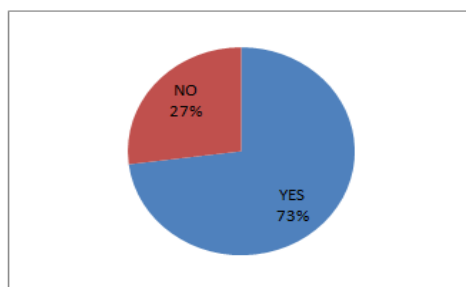


Figure 6: Training Lessons Visibility

Inference: 73% of respondents stated that training sessions can be visibly seen on the job while 27% said that it is not clearly visible.

CONCLUSIONS

Technology becomes antiquated after a particular time. The only thing which should be in the spotlight are the human resource, whose up gradation of skills, attitude & knowledge will enhance the service delivery of hospitals. This is where the need of training becomes evident. Today's hospitals need to come out of their age old approach of managing the hospitals which were frenzied & muddled places. The India patients have now become more quality cognizant. The patients are looking out for cheap yet quality service delivery from the hospitals. This has emphasized the need of training the nurses for hospital service delivery improvement.

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